



CANNON BUILDING
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STATE OF DELAWARE
DEPARTMENT OF STATE

DIVISION OF PROFESSIONAL REGULATION

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PUBLIC MEETING MINUTES:	BOARD OF FUNERAL SERVICES
MEETING DATE AND TIME:	Thursday, June 17, 2010, 10:00 a.m.
PLACE:	861 Silver Lake Boulevard, Dover, Delaware Conference Room B , second floor of the Cannon Building
MINUTES APPROVED:	August 24, 2010

MEMBERS PRESENT

Harry Fletcher, Professional Member, President
Marceline Knox, Public Member, Secretary
William Torbert, Professional Member
Robert O. Wright, Professional Member
Chad Chandler, Professional Member
M.C. Byrd, Public Member
Danna Levy, Public Member (Entered Meeting at 10:25)

DIVISION STAFF/DEPUTY ATTORNEY GENERAL

Eileen Heeney, Deputy Attorney General
Michele Urbaniak, Administrative Specialist II

MEMBERS ABSENT

None

OTHERS PRESENT

Evan Smith
Joyce Smith

CALL TO ORDER

Mr. Fletcher called the meeting to order at 10:12 a.m.

REVIEW OF MINUTES

The Board reviewed the minutes of the February 16, 2010, and March 24, 2010 meetings. Ms. Knox made a motion, seconded by Ms. Byrd, to approve the February and March minutes as presented. The motion was unanimously carried.

UNFINISHED BUSINESS

Funeral Establishment Permit Application – Evan W. Smith Funeral Services

After review, Mr. Torbert made a motion, seconded by Mr. Wright, to approve the establishment permit for Evan W. Smith Funeral Services. The vote was unanimously carried.

Strategic Planning

The development of a new Strategic Plan was tabled until the next meeting.

Rules and Regulations

At the direction of Ms. Urbaniak, the Board reviewed question number 15 on the Funeral Establishment Permit application. Mr. Chandler made a motion, seconded by Mr. Torbert, to remove the following text from question number 15 on the Funeral Establishment Permit application: "If no, enter the name and address where the preparation room is located and skip to AFFIDAVIT: Name: Address: Street City State Zip".

Executive Session – Review of DE State Exam

Ms. Urbaniak and Ms. Heeney advised the Board that two recent funeral candidates complained that there were exam questions not found in the study materials. Ms. Urbaniak explained that Division employees had taken the exam in an open-book format, and that two of the exam questions could not be verified in the study materials. Ms. Heeney summarized the content of the two questions for the Board, and advised that these questions should be deleted from the exam, and replaced with two new questions. There is no action that the Board needs to take at this time. Mr. Wright requested that Ms. Urbaniak advise the Board when the exam is updated.

NEW BUSINESS

Election of Officers

Mr. Fletcher called for nominations for the office of Board President. Mr. Chandler made a motion, seconded by Mr. Torbert, to nominate Mr. Fletcher. Mr. Fletcher called for any additional nominations. Mr. Wright indicated that he would be willing to be nominated. Ms. Knox made a motion, seconded by Ms. Byrd, to nominate Mr. Wright. Ms. Heeney called for a vote. Mr. Fletcher was elected by a vote of the majority (Ms. Byrd, Mr. Torbert, and Mr. Chandler), with Mr. Fletcher abstaining. Mr. Wright received two votes (Ms. Knox and Mr. Wright), with Mr. Fletcher abstaining.

Mr. Fletcher called for nominations for Board Secretary. Ms. Byrd made a motion to nominate Ms. Knox, seconded by Mr. Torbert. Mr. Fletcher called for any additional nominations. There being no further nominations, Ms. Heeney called for a vote. Ms. Knox was elected by unanimous vote.

Continuing Education Applications

C.O.E. Continuing Education – 10 Hour Funeral Composition
Education Workers Group – Upselling Without Upsetting the Client
Catholic Cemeteries Inc – Theology & Practice Christian Rites of Burial
DE State Funeral Directors Association – Advanced Restorative Art
DE State Funeral Directors Association – What is Your GRASP on Cremation Consumers?
DE State Funeral Directors Association – The Devil's in the Details: Customer Loyalty is Not
Built from 30,000 Feet
DE State Funeral Directors Association – DSFDA Convention Expo (3/25/10)
DE State Funeral Directors Association – Estate & Business Succession Planning
DE State Funeral Directors Association – The History of the Medical Examiner's Office in
Delaware
DE State Funeral Directors Association – Oh No, They're Crying: What's So Normal About
Grief?
DE State Funeral Directors Association – DSFDA Convention Expo (3/26/10)

Mr. Torbert reviewed the application for Continuing Education approval from C.O.E. Continuing Education. Mr. Fletcher reviewed the remaining 10 applications for Continuing Education approval, as listed above. After review, Mr. Chandler made a motion to approve all Continuing

Education applications as presented. Ms. Knox seconded the motion. The vote was unanimously carried.

Approval Ratifications:

William T. Harra – Resident Intern

Mr. Chandler made a motion to approve the ratification of Mr. Harra's application. Mr. Wright seconded the motion. The vote was unanimously carried.

Taryn E. Huber – Resident Intern

Ms. Knox made a motion to approve the ratification of Ms. Huber's application. Ms. Byrd seconded the motion. The vote was unanimously carried.

Review of Applications for Licensure by Reciprocity

William D. Zwicharowski

Raphael Hunt Irving

Mr. Wright reviewed both applications. Ms. Heeney questioned whether Pennsylvania is a substantially similar state to Delaware. Ms. Heeney also questioned whether 3 of 5 years practice could be approved for time served on a military base while licensed in the state of Pennsylvania. After some discussion, Ms. Urbaniak confirmed that the Board of Funeral Services does not have a list of substantially similar states, but that the Board reviews state laws with each application. Mr. Wright made a motion, seconded by Danna Levy, to table the applications until the next meeting, in order to give Ms. Heeney an opportunity to review Pennsylvania's funeral law. The vote was unanimously carried.

Review of Resident Intern Reports

Nicole L. Robinson – 1st Quarterly Report

Ms. Knox made a motion to approve Ms. Robinson's quarterly intern report. The motion was seconded by Ms. Byrd. The motion was unanimously carried.

COMPLAINT STATUS

Mr. Fletcher gave the Board an update on complaint assignments. Mr. Chandler and Ms. Byrd questioned how the complaint process works. Ms. Heeney advised.

OTHER BUSINESS BEFORE THE BOARD (for discussion only)

Ms. Urbaniak read aloud the new fee schedule for funeral applications, effective for the fiscal year 2011-2012.

PUBLIC COMMENT

None

NEXT MEETING

The next meeting will be held on Wednesday, July 28, 2010, at 10:00 a.m. in Conference Room B, second floor of the Cannon Building, 861 Silver Lake Boulevard, Dover, Delaware. Ms. Byrd advised the Board that she will not be in attendance at the next meeting.

ADJOURNMENT

There being no further business, Mr. Fletcher made a motion, seconded by Ms. Levy, to adjourn the meeting. The motion was unanimously carried. The time of adjournment was not recorded.

Respectfully submitted,

M. Urbaniak

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Michele Urbaniak
Administrative Specialist II